

Before the
FEDERAL COMMUNICATIONS COMMISSION
445 12th Street, SW
Washington, D.C. 20554

RETRIEVAL 47 C.F.R. § 64.2009 (e) CPNI CERTIFICATION OF CINCO TELECOM CORP.

EB Docket 06-36

Annual CPNI Certification for 2011 covering the prior calendar year 2010

Date filed: February 25, 2011

Form 499 Filer ID: 823004

Name of signatory: Santiago Londoño

Title of signatory: President and Chief Executive Officer

I, Santiago Londoño, certify that I am an officer of the company named above, and acting as an agent of the company, that I have personal knowledge that the company has established operating procedures that are adequate to ensure compliance with the Commission's CPNI rules. See 47 C.F.R. § 64.2001 *et seq.*

Attached to this certification is an accompanying statement explaining how the company's procedures ensure that the company is in compliance with the requirements (including those mandating the adoption of CPNI procedures, training and recordkeeping) set forth in section 64.2001 *et seq.* of the Commission's rules.

The company has not taken any actions (proceedings instituted or petitions filed by a company at either state commissions, the court system, or at the Commission against data brokers) against data brokers in the past year.

The company has not received any customer complaints in the past year concerning the unauthorized release of CPNI.


Signed

Attachment: Accompanying Statement explaining CPNI procedures

Attachment to 2011 CPNI Certification of Cinco Telecom Corp.

The operating procedures of Cinco Telecom Corp. ("Cinco") ensure compliance with the requirements set forth in section 64.2001 *et seq.* of the Commission's rules protecting Customer Proprietary Network Information (hereinafter "CPNI"). Cinco only offers one category of telecommunications service – international interexchange services – and therefore, any use, disclosure or access to its customers' CPNI falls within 47 C.F.R. §64.2005(a). This rule allows Cinco to use, disclose or permit access to CPNI for purposes of providing or marketing international services offers among subscribed/purchased service without customer approval. Cinco offers two kinds of international interexchange services: retail and carrier's carrier service (wholesale transport and private lines).

Within Cinco's retail services, two types of services are offered: (1) prepaid calling cards/virtual calling cards (hereinafter "calling cards") and (2) non-interconnected VoIP service. Most of Cinco's international calling cards are sold through third-party vendors. Cinco has no access to these customers' names, addresses or other identifying information because it has no billing or payment relationship with the customer and does not need any such information to provide the service. As a result, Cinco does not associate call detail information initiated by calling cards sold through third-party vendors to any specific customers. However, if a customer that acquired a calling card through third-party vendor is able to provide the PIN number associated with the calling card and call detail information to Cinco during a customer-initiated call, then Cinco is permitted to discuss the call detail information requested by the customer. For the international calling cards Cinco sells directly, as well as for its non-interconnected VoIP



service, CPNI information and characteristics are only gathered for purposes of processing payments, providing call balance and otherwise providing the service.

Regarding its international carrier's carrier services, Cinco gathers customer names, addresses and other similar information for ongoing billing and service relationship. This is a completely separate business, however, from its retail services. Any CPNI gathered in connection with the carrier's carrier service is never used, disclosed or accessed in connection with the calling card services, or vice versa, because such information is of no commercial value to the other business. In any event, Cinco does not use CPNI to market any of its carrier's carrier services.

Cinco also takes several steps to discover and protect against attempts to gain unauthorized access to its customers' CPNI, as well as properly authenticate its customers prior to disclosure of call detail information to customers. For the calling cards it sells directly, customers are authenticated through the use of a user ID and password before they can access any CPNI, and any CPNI exchanged between the Cinco website and its customers is sent and received in encrypted form. In addition, Cinco only discloses CPNI information in a customer-initiated telephone call if the customer can provide all necessary call detail information to address the customer issue. Otherwise, Cinco sends the information through customer's address of record or calls the customer at the telephone number of record to provide call detail information requested by customers.

Regarding its international carrier's carrier services, Cinco concludes a non-disclosure agreement ("NDA") and master services agreement ("MSA") with its customers that protect their confidential information. The NDA specifically commits Cinco to protect from unauthorized disclosure all records or information in written, oral, graphic, machine-readable or electronic format relating to Cinco's customer's customers,

services, products or business, as well as any other information reasonably understood as confidential. It provides that such information may only be used for purposes of negotiating the MSA, and prohibits disclosure to third parties, except upon written consent from the customer or as is required by law. Cinco may use the information for purposes of negotiating the MSA, and may disclose, on a need-to-know basis, the information to agents and independent contractors who are bound to protect the information from unauthorized use and disclosure under a written agreement. In the MSA, Cinco again commits to protect its customers' confidential information except upon receipt of customer consent or as is required by law. The MSA specifically provides that any personal data, such as contact information, may only be processed or transferred for purposes of fulfilling the terms of the agreement or otherwise providing the service. In addition to these contractual protections, any disclosures of CPNI to Cinco's customers are only made to the customer's dedicated account representative. Regarding call detail/call records, the only non-aggregate information pertaining to the transmission of specific telephone calls to which Cinco has access in connection with its carrier's carrier services is limited to the called number and duration, and this is not associated with the name, address or any other identifying information of any ultimate end user. Regardless, Cinco would only disclose such information to its customer's designated representative. Furthermore, Cinco's carrier-customer information is not available online or in a store-front, which further reduces the risk of unauthorized disclosure.

Finally, for all services, Cinco limits the number of employees authorized to access CPNI. These employees access the information only for purposes of and to the extent necessary to provide the service, render bills and handle any related legal issues.

They are trained in the proper handling and use of this information, which is not only protected under the CPNI rules, but is also commercially-sensitive information that Cinco carefully guards for its own business interests. Moreover, every Cinco employee with access to CPNI is trained in the proper handling of CPNI, receives a document describing Cinco's CPNI Policy and is required to sign a statement acknowledging that he/she understands and will comply with Cinco's CPNI Policy. A copy of said acknowledgement is retained by Cinco in each employee's personal file. In addition, all new employees are required to sign a Confidential Information and Non-Competition Agreement which provides that employees are to hold in strictest confidence, and not to use, except as necessary in carrying out their duties for Cinco, or disclose any information related to Cinco's proprietary information (including customer lists and customer information). Moreover, employees are only authorized to disclose confidential information after written authorization of an officer of the company. Any employee using, disclosing providing access to this information for any other purpose would be subject to discipline, including potential dismissal.

